

Outstanding Cambridge Learner Awards Awards troubleshooting guide

We are delighted to provide you with a guide to awards event queries. This guide will help you overcome any problems you encounter when organising your awards activities to celebrate the achievements of your learners.

Awards received by school

We were expecting more learner names or different subjects to appear in our list of award winners.

If you have a query related to awards categories or general awards processes, please refer to the *Frequently Asked Questions* document. If your query is related to the awards your school has received, please email us: events@cie.org.uk

How do we know if a learner from another school in the same country won an award for the same subject?

Cambridge regional staff have details of all the award winners within the country. They should be able to provide a copy of the list so you have more information on other schools with award winners.

Are there any opportunities for schools to organise a joint awards ceremony?

You have the opportunity to join with other schools in your country to celebrate the achievements of your award winners. Cambridge regional staff will be able to provide a list of award winners across different schools in the country.

Awards certificates

My awards certificates have not been delivered in time for our ceremony.

If the awards certificates have not been delivered in time for your school awards ceremony, contact your local Cambridge regional staff member. They will contact the Cambridge Events team to obtain a UPS tracking number if necessary.

The school/student name printed on the awards certificate is incorrect.

If the school/student name is incorrectly printed on the award certificate, please inform your Cambridge regional staff member. They will arrange for a new awards certificate to be sent.

Ceremony arrangements

What do we do if our guest of honour, who is due to present the awards, is late?

Ensure that you have a contingency plan in place. This may involve arranging a substitute who is ready to step in if required. Or, you could rearrange your ceremony programme, for example starting the ceremony with the student performance.

We are expecting more guests to attend than we have received replies from.

If there is a risk that more guests than those who have replied will turn up, ensure you are prepared, for example, arrange extra catering. You could also introduce a system to manage numbers e.g. guests bring an invitation card so that you can manage numbers and expectations.

Feedback

How do we provide feedback on our awards activity and the Cambridge awards programme?

We are always pleased to hear your feedback on your award activities and any suggestions for improvement. Please email your feedback to events@cie.org.uk